

Project Management Plan

FEMA



FEMA



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SumTotal Systems, Inc.**

SumTotal Systems, Inc.
4600 Westown Parkway
West Des Moines, Iowa 50266

Tel: (443) 458-2391
Fax: (515) 222-5920

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Name	Organization	For Review	For Approval
Jo Ann Howard	H2O Partners	X	
Marilyn Martin	H2O Partners	X	
Bill Barton	H2O Partners	X	
Hugh Sanders	FEMA	X	X
Mike Shoemaker	SumTotal Systems, Inc.	X	
Francis Post	SumTotal Systems, Inc.	X	X

Table of Contents

1.	Project Overview.....	1
	<i>Audience</i>	1
	<i>Project Goals</i>	1
2.	Project Scope.....	1
	<i>In Scope</i>	1
	<i>Out of Scope</i>	2
3.	Delays and Scope Changes.....	3
4.	Project Assumptions	3
5.	Critical Success Factors	3
	<i>Project Team</i>	3
	<i>Project Communication</i>	4
	<i>Project Schedule</i>	4
6.	Communication Plan	4
	<i>Communication Plan Objectives</i>	4
	<i>Project Stakeholders, Roles and Contact Information</i>	4
7.	Risk Management	5
8.	Master Training Schedule	6

1. Project Overview

The Department of Homeland Security, Federal Emergency Management Agency (FEMA), Mitigation Directorate has contracted with SumTotal Systems, Inc. to provide expert flood insurance training and to fill basic, intermediate or advanced flood insurance training needs in support of the National Flood Insurance Program (NFIP).

Due to an ongoing national remapping effort of special hazard areas, FEMA Regional Offices are requesting addition training support in communities affected by remapping. Historically, we provide a version of our regular training with emphasis on issues important to remapping, such as elevation certificates, grandfathering, PRP extension, and so on. We also provide information on the local mapping effort such as effective dates, etc.

Frequently, when training is set up in a location, related industry groups come forward with offers to sponsor the training, or request to set up a separate sponsored closed training session for their constituents. It is to the program's advantage to honor these additional sponsor requests because (1) there is demand, (2) having a trainer already in the area reduces travel costs, and (3), sponsors typically share in the cost of delivery by providing all or a portion of the costs of a venue, registration support, CE support, and other related costs such as trainer travel expenses.

Training delivery for this procurement will be accomplished in two ways:

1. Instructor led training – delivery of training in communities impacted by the remapping effort
2. Virtual Instructor led training – delivery of training in communities and locations where the number of potential attendees would not justify the cost of delivery in a classroom.

Audience

The audience for this training includes agents and lenders.

Project Goals

Provide expert professional flood insurance training to support the National Flood Insurance Program.

2. Project Scope

In Scope

- SumTotal Systems will deliver:

Item Number	Description	Due Date
001	Obtain State approval for NFIP instruction.	Throughout the project.

FEMA: Project Management Plan

Item Number	Description	Due Date
002	Obtain continuing education credits (CEU) for insurance agents who successfully complete NFIP training.	Throughout the project.
003	Agent Workshops	Schedule and deliver a minimum of 84 Agent workshops, ensuring classes are available throughout each FEMA region.
004	Agent Webinars	Schedule and deliver a minimum of 35 webinars, ensuring classes are available throughout each FEMA region.
005	Lender Workshops	Schedule and deliver a minimum of 5 workshops, ensuring classes are available throughout each FEMA region.
006	Lender Webinars	Schedule and deliver a minimum of 8 webinars, ensuring classes are available throughout each FEMA region.
007	Combo Webinars	Schedule and deliver a minimum of 7 webinars, ensuring classes are available through each FEMA region.
008	Sponsor Requested Workshops	Schedule and deliver a minimum of 21 workshops, ensuring classes are available throughout each FEMA geographic region.

Out of Scope

The following items are out of project scope and will be billed to the client and/or require additional task order(s):

- Training materials development.

3. Delays and Scope Changes

This is a *Firm-Fixed Price Contract* and a managed budget approach will be applied to the work being delivered as described by the statement of work. Customer recognizes changes in project scope will have an impact on the project budget and timelines. If, at any time, SumTotal believes the scope of the project has changed and/or the cost of completion will exceed the contracted amount, SumTotal will notify the Customer. SumTotal will submit a PCR (Project Change Request) which describes the scope increase and specific impact for client review and approval. SumTotal will monitor the project closely and develop reports to ensure the tasks and goals can be accomplished within the budget allocated for this project.

To reduce the impact of project risk, a detailed master training schedule and assignments will be maintained and communicated. In the case that the Customer does not meet its obligations as identified or requested by SumTotal, and is the cause of a delay in the project, then the project milestone target dates will be extended as determined by SumTotal. SumTotal will promptly notify Customer designated personnel, in writing, of any delay in the schedule.

4. Project Assumptions

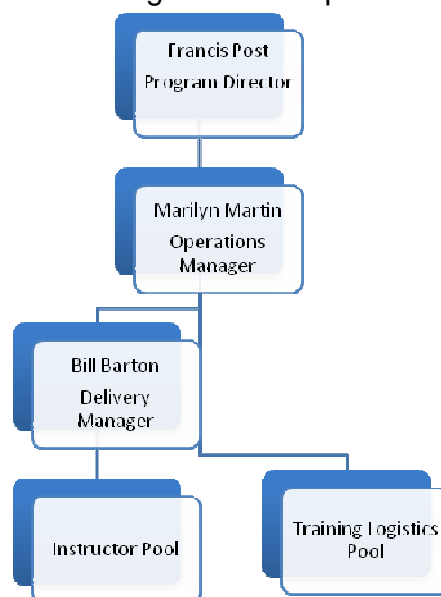
Assumptions can affect any area of the project including scope, stakeholders, business objectives, resources and/or functional requirements.

- SumTotal has all current training material (curricula, workbooks, presentations, etc.) relating to the project.
- Client Feedback and Signoffs are completed by agreed upon times.

5. Critical Success Factors

Project Team

The management structure for the training and development team is as follows:



Project Communication

- Strong communications between SumTotal and the Client.
- Established and regular status meetings, in line with the communication plan.

Project Schedule

- The project will be delivered on time, on budget and within the defined project scope.
- Acceptance and adherence to the schedule by all team members.

6. Communication Plan

Both SumTotal and FEMA project managers, officers, and sponsors are responsible for managing the overall communications effort. The following high-level plan describes the communication strategy supporting the project.

Communication Plan Objectives

- Identify and describe all project stakeholders
- Describe the communication needs of the project stakeholders
- Define how project stakeholders will be kept informed about the project
- Help manage expectations regarding the project
- Provide relevant, accurate, and consistent information at all times

Project Stakeholders, Roles and Contact Information

FEMA:

Name	Project Role	Title	Email	Phone, Cell, Pager or Fax
Hugh Sanders	Project Sponsor	COTR	Hugh.Sanders@dhs.gov	O: 202.212.4736 M: F:
Ron Ortega	Project Funding	Contracting Officer		O: 202-646-2964 M:

SumTotal Systems, Inc.:

Name	Project Role	Title	Email	Phone, Cell, Pager or Fax
Francis Post	Contract and Relationship Management	Director of Program Manager	fpost@sumtotalsystems.com	M: 443-458-2391

FEMA: Project Management Plan

Name	Project Role	Title	Email	Phone, Cell, Pager or Fax
Marilyn Martin	Project Lead	Operations Manager	marilyn@h2opartners.com	O: 512-522-2205 M: 512-410-9203
Bill Barton	Trainer Lead	Delivery Manager	bill@h2opartners.com	O: 903-927-1332
Mike Shoemaker	Program Manager	Program Manager	mshoemaker@sumtotalsystems.com	O: 515-222-6293 M: 515-577-2930

The communication plan consists of the following:

Item Number	Description	Due Date
001	Monthly Technical Progress Narrative (MTPN)	Within 30 days following the close of the previous month.
002	Weekly Progress Report (WPR)	Weekly
003	Quarterly Review Meetings.	As requested.

7. Risk Management

A risk is any factor that may potentially interfere with successful completion of the project. A risk is not a problem — a problem has already occurred; a risk is the possibility that a problem might occur. By recognizing potential problems, SumTotal can attempt to avoid a problem through proper actions.

Risk identification is the responsibility of all members of the project team. The project manager is responsible for tracking risks and for developing mitigation strategies and contingency plans that address the risks identified by the team.

Risks that have been identified to date are as follows: Risk	Probability (L/M/H)	Project Impact (L/M/H)	Mitigation Plan	Risk Assignee
Holidays and Out of Office Schedules	H	H	Coordinate coverage with existing resources to execute training delivery.	Francis Post, Marilyn Martin & Bill Barton

FEMA: Project Management Plan

Risks that have been identified to date are as follows: Risk	Probability (L/M/H)	Project Impact (L/M/H)	Mitigation Plan	Risk Assignee
The existing projectors are becoming unserviceable.	H	H	Coordinate with FEMA to procure new projectors.	Marilyn Martin

8. Master Training Schedule

This training program deliver schedule has been drafted from the Statement of Work. The Master Training Schedule has been provided in a separate document and can be referenced in appendix a.